



Congratulations! Now that you have selected the best candidate, onboarding is a great opportunity to make a continued positive impression and to introduce your new employee to the wonderful traditions, history, and culture of the Rollins community.

We are happy to provide you with this guide to assist you through the process of onboarding your new employee. Onboarding is a shared responsibility with activities managed by you, your department/team and the Human Resources Department. The goal is to help the new employee become productive as efficiently as possible and to reinforce the employee's decision to join our community.

An excellent onboarding process takes time. This includes more than the initial orientation and welcome to the team, but is designed as an ongoing process involving continuous feedback and dialog. As part of the onboarding process, you should set goals and discuss service excellence standards within your new employee's first week. Since the first 90 days are particularly critical in determining individual and organizational success, a 90-day feedback meeting should be completed.

Effective onboarding will result in a shorter learning curve for new hires, improved communications and a more productive and engaged workforce. Why is it important? National statistics show that an employee's first week and months on the job are a critical opportunity to begin building successful working relationships. According to the Wynhurst Group, a certified consulting organization focused on organizational development and talent management programs:

- 22% of staff turnover occurs in the first 45 days of employment
- New employees who went through a structured onboarding program were 58% more likely to be with the organization after 3 years
- The cost of losing an employee in the first year is estimated to be at least 3 times salary

Please take this opportunity to set goals and expectations, provide training and introduce your new employee to others who will play a role in their professional development and success in their new position.

We encourage you to use this as a resource to guide you through the process of onboarding your new employee through their first year of employment. We are confident you will find value in its contents. However, we welcome your feedback to improve the Rollins onboarding process at any time.



NEW HIRE ONBOARDING CHECKLIST FOR SUPERVISORS

NAME: _____

TITLE: _____

HIRE DATE: _____

PRE-ARRIVAL

PRE-ARRIVAL	
Prepare Work Space / Office Assignment	
	Explain scheduling system and determine new employee's working hours
	Explain convenient areas to where to park
	Arrange for set up of new employee's computer with email and software privileges (i.e. Banner, Nolij, Cascade, etc.)
	Make sure new employee is added to appropriate e-mail lists and calendaring systems (if applicable)
	Send an informal announcement/email to your department introducing the new employee and his/her background
	Arrange for a colleague to have lunch with new employee on the first day
Keys / Codes	
	Building key
	Cabinet/desks keys
	Codes for copy machines
	Office key (if applicable)
Office Supplies	
	Show new employee where office supplies are stored
	Provide adequate office supplies as needed
	Ensure the new employee's workspace and furniture are ergonomically suited for his/her size and needs

Department Information	
	Discuss the agenda for the first week
	Conduct tour of floor, building, other appropriate facilities, etc.
	Show new employee where restrooms and break areas are located
	Have new employee log on to Kronos; review procedures for recording/approving time (if applicable)
	Review departmental website and additional information resources
	Review organizational structure of your department
	Review departmental vision, mission and strategic plan
	Review performance appraisal process (See Performance Management website 9 http://www.rollins.edu/hr/services/performance-management/index.html) and related documents within ReviewSnap)
Discuss Departmental Policies & Procedures	
	Attendance and punctuality
	Lunch times, breaks and facilities available on Campus
	Work Schedule
	Holiday Schedule
	Discuss how to request PTO and call-out procedure
	Dress code
	Mail procedures (Campus Mail, USPS, FedEx, UPS, etc.)
	Internet access and E-mail use policies
	Personal phone calls
	Review security, safety and emergency procedures (including weather emergencies, location specific issues, etc.)
	Various communications channels (phone, email, instant messaging)
	Travel policies (if applicable)
	Budget procedures (if applicable)
Dialogue on Expectations	
	Review job description, including competencies and expectations
	Discuss Service Excellence philosophy and standards (See Service Excellence Talking Points and related documents within Manager's Onboarding Toolkit)
Phone & Email	
	Teach new employee how to transfer calls, connect conference calls, access voice mail, etc.
	Set up voicemail account
	Discuss telephone etiquette and how to greet callers
	Demonstrate use of online telephone directory (via R-Net)

	Demonstrate use of online email directory (via Foxlink) Discuss guidelines for an appropriate email signature for your department
	Provide list of inter-department phone numbers and those of key resource people
	Explain the roles of others in the department and to whom to direct phone calls based on reason
Communication / Contacts	
	Introduce employee to their team and individuals they will be collaborating with across campus
	Assign a resource person (mentor or buddy) that can informally assist in reinforcing the messages you have communicated thus far and answer questions
	Identify tools and methods to document important information and answer questions
	Request emergency contact information from new employee
	Meet at the end of the week to answer questions, inquire about their first week experience, and provide direction for the next few weeks

FIRST MONTH

Overall	
	Continue to clarify roles, responsibilities and expectations as needed and provide ongoing coaching and feedback
	Schedule monthly expectations / productivity meetings as needed
	Ensure that any mandatory or necessary training has either been completed or is scheduled to be completed (Workplace Harassment, etc.)
	Clarify expectations and model acceptable behaviors
	Identify skills to be mastered and resources available to accomplish learning objectives
	Establish a regular times to meet with new employee to discuss performance and provide feedback
	Identify areas where new employee requires training and discuss possible programs in the coming months

THREE MONTHS

Overall	
	Complete any required training and learning opportunities (harassment, computer skills, systems training, etc.)
	Schedule a 90-Day Feedback meeting (See Employee Self Review and Employee Review within ReviewSnap)
	Conduct a review meeting and provide detailed feedback on his/her performance over

	the last 3 months. Identify performance improvement and learning objectives going forward.
Identify Learning Outcomes	
	Identify learning and development programs that will be needed over the next 3-6 months.

SIX MONTHS

Overall	
	Conduct a review meeting and provide detailed feedback on his/her performance over the last 6 months. Identify performance improvement and learning objectives going forward.
Identify Learning Outcomes	
	Identify learning and development programs that will be needed over the next 6 months.

END OF YEAR

Overall	
	Ask employee to complete and submit a self-evaluation on their performance over the last year (See Employee Self Review within ReviewSnap)
	Deliver annual performance appraisal by the annual deadline established by Human Resources (See Employee Review within ReviewSnap)
Identify Learning Outcomes	
	Identify learning and development programs that will be needed over the next 12 months.